

Business Support Coordinator – FTC

Basic information

Band: F

Job family: Business Services

Terms: FTC April 2018 – September 2018

Location: Cheltenham

Reports to: Business Manager (Tech, Ops, and CX)

Team: Business and Resource

Business unit: Technology, Operations, and CX



Role purpose:

- Provide high quality support to the Technology, Operations and CX Senior Leadership Team (SLT), to ensure the smooth running of the business unit, and enable the SLT to meet and deliver on their core change and corporate obligations.
- Provide business support to the SLT, covering a wide range of tasks and activities, with a focus on support for key governance boards including UCAS Delivery Board, Technology Security Board, and Service Transition Board. This will involve setting up meetings, monthly reporting, agenda collation, presentation packs, attending each Board to take actions, and maintenance of action logs. Other support duties will include, but are not limited to, meeting coordination, off-site events, and diary management. The role covers the coordination of ad hoc projects and key initiatives, to ensure appropriate governance is applied.
- Support resourcing processes, including starters, contractors, and movers. To include the creation and circulate of RAF/CRAF/SCAFs in collaboration with the hiring manager, liaising with HR regarding the recruitment process, managing new starter activities, monitoring staffing levels, maintaining a record of staffing and any changes.
- The role holder will report to the Business Manager (Technology and Operations), and provide cover for the Business and Resource Team when required.

Key duties and responsibilities:

- Accountable for the efficient running of Boards and key meetings, to include appropriate governance and reporting.

- Note-taking for Boards and key meetings.
- Monthly reporting for UCAS Delivery Board and other business unit associated Boards.
- Collation of Board packs and key presentations.
- Collate information from the SLT members to support the production of corporate reports, including Management Board and CEO reports.
- Organising off-site events, being led by an SLT member.
- Raising purchase orders and receipting expenditure on e-reqs.
- Assist Business Manager with collating and maintaining all documents relating to business continuity, including call cascade activities.
- Act as a point of contact for the SLT, and deal with queries from internal stakeholders and other business units.
- Create and maintain content and presentation collateral for the SLT.
- Support the Business Manager in coordinating the annual festive event in December, and any other ad hoc events throughout the year.
- Ad hoc diary and inbox management, meeting bookings, support for key events, maintaining risk and action logs.
- Assist the Business Management Team with administration duties for ad hoc project work, when requested.
- Provide support to the resourcing element of the team, when capacity allows.

Stakeholders:

Internal:

- Technology, Operations and CX SLT
- Business Manager (Technology, Operations and CX)
- Business and Resource Lead
- Corporate Governance
- Finance, Procurement and HR

Accountabilities:

Financial authorities:

- None.

Non-financial authorities:

- To make recommendations about the continuous improvement of support processes.

Person specification:

- High quality organisational skills are key, yet the role holder will also have to be flexible enough to respond to changing situations.
- Able to effectively manage and prioritise own activities.
- Good accuracy and attention to detail with all tasks.
- High degree of competence in the use of MS Office suite – specifically Word, Excel and PowerPoint.
- An understanding of the importance of correctly handling and storing of confidential information.
- Excellent communication skills, with the ability to determine who needs to be kept informed on specific topics.
- Confident dealing with people at all levels of an organisation, to build strong relationships and challenge when necessary.
- A team player with the ability to take the lead when necessary.
- Keen to learn and progress, with a very flexible approach to work.

This role profile sets out the scope and main duties of the post at the date when it was drawn up. Such details may vary from time to time without changing the general character of the post or the level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the level of the post. All UCAS employees are expected to be flexible in undertaking the duties and responsibilities attached to their role and may be asked to perform other duties, which reasonably correspond to the general character of their role and their level of responsibility.

Our values in action

Customer-focused – We understand what our customers want, and we act on their changing needs.

Collaborative – We collectively create an engaging and positive work environment.

Accountable – We take ownership of our individual and organisational performance.

Service excellence – We realise, grow, and maximise our potential.

Trusted – Individuals are trusted to make informed decisions and take appropriate risks.